OCT 20 2010

Dear Valued Customer,

The U.S. Army Information Technology Agency (ITA) is proud to announce the integration of Defense Telecommunications Services - Washington (DTS-W) and Network Infrastructure Services Operations - Pentagon (NISO). On 01 October 2010, DTS-W and NISO merged to form the Integrated Infrastructure & Telecommunications Services (I2TS) Directorate. I2TS will provide a suite of IT telecommunications products and services to the DoD community and will continue to deliver the same level of services our customers knew with DTS-W and with NISO.

One of our top priorities during the integration is to minimize disruption to existing services and to maintain our accessibility to customers. All customers will still be able to contact the I2TS Consolidated Customer Service Center (CCSC) or I2TS Requirements Desk for support. Customers will also have access to the legacy websites for service requests. These legacy websites are now accessible via a new I2TS web entry page, which serves as the main entry point bridging the two websites. Please visit us at http://ita.army.mil/i2ts.aspx.

With new advancements in technology and opportunities to increase efficiency, I2TS is committed to evolving as an organization to provide more enhanced telecommunications and network solutions to our customers. As we continue to integrate our internal operations, we will keep you informed of the latest news and updates via I2TS communications. Should you have any additional questions regarding the NISO/DTS-W integration or I2TS, please visit us at our website mentioned above, or contact us at NISODTSWIntegrationTeam@us.army.mil.
On behalf of I2TS and ITA workforce, I thank you for your continued support and we look forward to serving you.

Sincerely,

Donald E. Adcock
Executive Director